



Communications Status Report for Areas Impacted by Hurricane Irma September 11, 2017

The following is a report on the status of communications services in geographic areas impacted by Hurricane Irma as of September 11, 2017 at 11:00 AM EDT. This report incorporates network outage data submitted by communications providers to the Federal Communications Commission's Disaster Information Reporting System (DIRS). DIRS is currently activated for all areas of Florida, Puerto Rico and the U.S. Virgin Islands. Note that the operational status of communications services during a disaster may evolve rapidly, and this report represents a snapshot in time. It should also be noted that not all communications providers have reported in DIRS, so some outage information may not be complete.

The following counties are in the geographic area that was covered by the DIRS activation as of this morning (the "disaster area").

Florida: Alachua, Baker, Bay, Bradford, Brevard, Broward, Calhoun, Charlotte, Citrus, Clay, Collier, Columbia, Desoto, Dixie, Duval, Escambia, Flagler, Franklin, Gadsden, Gilchrist, Glades, Gulf, Hamilton, Hardee, Hendry, Hernando, Highlands, Hillsborough, Holmes, Indian River, Jackson, Jefferson, Lafayette, Lake, Lee, Leon, Levy, Liberty, Madison, Manatee, Marion, Martin, Miami-Dade, Monroe, Nassau, Okaloosa, Okeechobee, Orange, Osceola, Palm Beach, Pasco, Pinellas, Polk, Putnam, Santa Rosa, Sarasota, Seminole, St. Johns, St. Lucie, Sumter, Suwannee, Taylor, Union, Volusia, Wakulla, Walton, Washington

Puerto Rico: Adjuntas, Aguada, Aguadilla, Aguas Buenas, Aibonito, Anasco, Arecibo, Arroyo, Barceloneta, Barranquitas, Bayamon, Cabo Rojo, Caguas, Camuy, Canovanas, Carolina, Catano, Cayey, Ceiba, Ciales, Cidra, Coamo, Comerio, Corozal, Culebra, Dorado, Fajardo, Florida, Guanica, Guayama, Guayanilla, Guaynabo, Gurabo, Hatillo, Hormigueros, Humacao, Isabela, Jayuya, Juana Diaz, Juncos, Lajas, Lares, Las Marias, Las Piedras, Loiza, Luquillo, Manati, Maricao, Maunabo, Mayaguez, Moca, Morovis, Naguabo, Naranjito, Orocovis, Patillas, Penuelas, Ponce, Quebradillas, Rincon, Rio Grande, Sabana Grande, Salinas, San German, San Juan, San Lorenzo, San Sebastian, Santa Isabel, Toa Alta, Toa Baja, Trujillo Alto, Utuado, Vega Alta, Vega Baja, Vieques, Villalba, Yabucoa, Yauco

U.S. Virgin Islands: St. Croix, St. John, St. Thomas

911 Services

The Public Safety and Homeland Security Bureau (PSHSB) learns the status of each Public Safety Answering Point (PSAP) through the filings of 911 Service Providers in DIRS, reporting to the FCC's Public Safety Support Center (PSSC), coordination with state 911 Administrators, and, if necessary, from individual PSAPs.



There are a total of 27 PSAPs affected in the reporting area in Florida and 2 PSAPs affected in the US Virgin Islands.

In Florida:

- **Down with no re-routes:** 14 (Big Cypress Indian Reservation, Collier County EOC, Ft. Myers Police Department, Glades County Sheriff, Glades County Sheriff Back Up, Hardee County Back Up, Hendry County Sheriff, Highlands County Sheriff, Lee County Emergency Dispatch Center EOC, Naples PD, Okeechobee County Sheriff's Department, Homestead Air Force, Marathon SO, and Ocean Reef)
- **Up without Automatic Location Information (ALI):** 2 (Hardee County Sheriff and Lee County Sheriff)
- **Re-routed with ALI:** 7 (Atlantic Beach PD, Belle Glade PD, Indian River SO, Manalapan PD, Miami Beach PD, Neptune Beach PD, and St. Augustine PD)
- **Re-routed without ALI:** 4 (Clewiston Police Department, Desoto County Sheriff, Lee County Backup, and Sanibel Police Department)

In addition, the Broward County South Region, FL PSAP lost power as of 9/10/17 at 2:28PM EDT. CPE equipment is unavailable. We do not know if 911 calls are being rerouted.

In the U.S. Virgin Islands: Both PSAPs are operational without ALI or Automatic Numbering Information (ANI).

Wireless Services

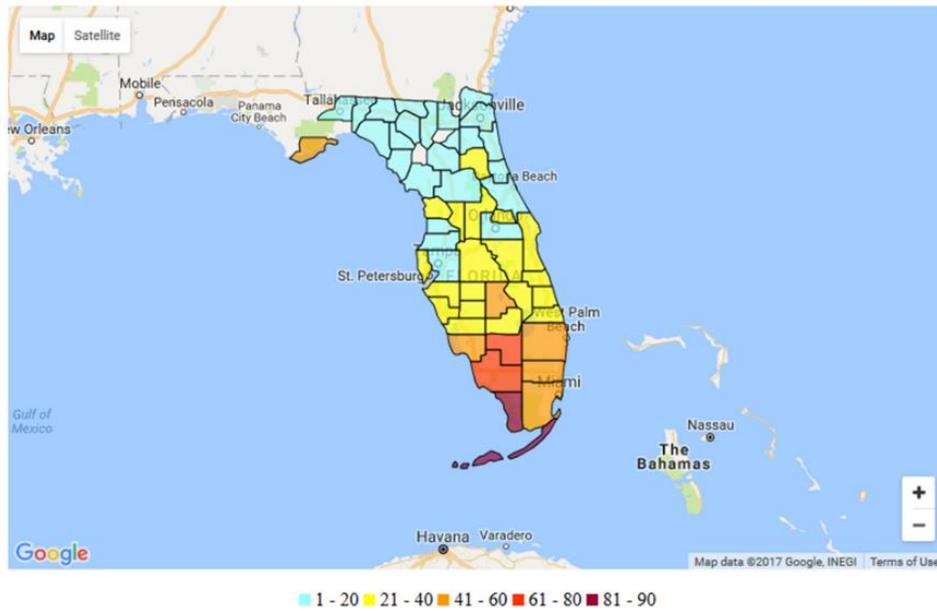
The following section describes the status of wireless communications services and restoration in the disaster area, including the percentage of cell sites out of service for each county.

The following maps of the disaster area illustrate which counties in Florida and Puerto Rico are most affected:

Florida:

Percent Cell Sites Out-of-Service By County

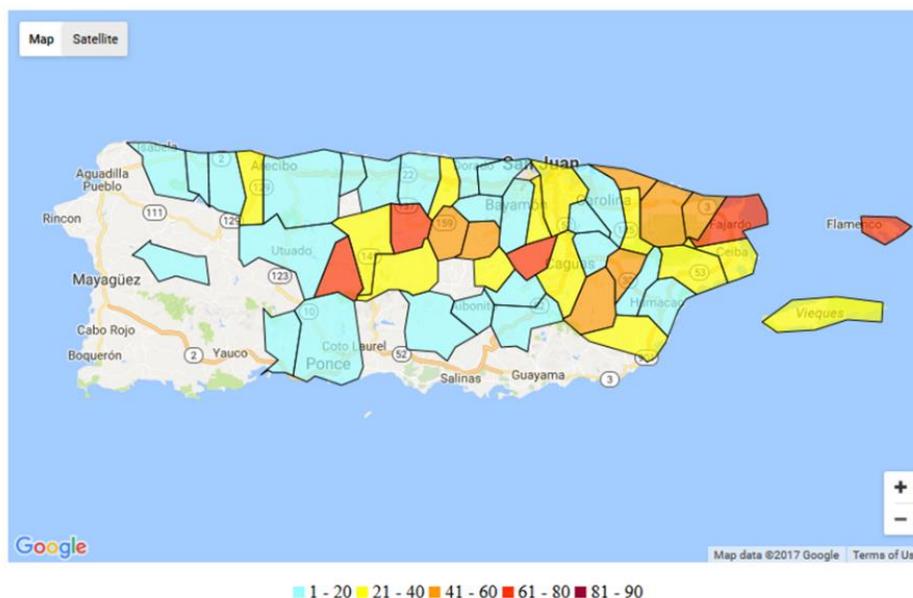
9/11/2017 11:33:38 AM



Puerto Rico:

Percent Cell Sites Out-of-Service By County

9/11/2017 11:34:37 AM



The tables below provide the percentage of cell sites out of service by county per state or territory.

Florida: Overall, 27.4% of the cell sites in the disaster area are out of service.

Puerto Rico/U.S. Virgin Islands: Overall, 21.5% (down from 26.9% yesterday) of the cell sites in the disaster area are out of service. 19.4% (down from 25% yesterday) of cell sites are out of service in Puerto Rico, and 55.1% (down from 57.9%) of cell sites are out of service in the U.S. Virgin Islands.

50% or more of cell sites are out of service in the following counties:

Florida: Collier, Hendry, Highlands, Lee, Miami-Dade, and Monroe.

Puerto Rico: Aguas Buenas, Corozal, Culebra, Fajardo, Juncos, Luquillo, Morovis and Jayuya

US Virgin Islands: St. John and St. Thomas

The information shown was provided by the signatories to the Wireless Resiliency Cooperative Framework and several additional companies that agreed to allow us to include their data in the aggregated data:

Florida:



State	Affected Counties	Cell Sites Served	Cell Sites Out	Percent Out
FL	ALACHUA	279	36	12.9%
FL	BAKER	22	1	4.5%
FL	BAY	208	0	0.0%
FL	BRADFORD	22	2	9.1%
FL	BREVARD	316	117	37.0%
FL	BROWARD	924	443	47.9%
FL	CALHOUN	15	0	0.0%
FL	CHARLOTTE	123	36	29.3%
FL	CITRUS	111	24	21.6%
FL	CLAY	178	34	19.1%
FL	COLLIER	212	160	75.5%
FL	COLUMBIA	73	7	9.6%
FL	DESOTO	34	10	29.4%
FL	DIXIE	18	2	11.1%
FL	DUVAL	798	150	18.8%
FL	ESCAMBIA	186	0	0.0%
FL	FLAGLER	86	16	18.6%
FL	FRANKLIN	28	12	42.9%
FL	GADSDEN	62	0	0.0%
FL	GILCHRIST	13	0	0.0%
FL	GLADES	30	11	36.7%
FL	GULF	22	0	0.0%
FL	HAMILTON	18	1	5.6%



FL	HARDEE	39	15	38.5%
FL	HENDRY	46	31	67.4%
FL	HERNANDO	117	23	19.7%
FL	HIGHLANDS	80	42	52.5%
FL	HILLSBOROUGH	1,140	191	16.8%
FL	HOLMES	21	0	0.0%
FL	INDIAN RIVER	105	41	39.0%
FL	JACKSON	60	0	0.0%
FL	JEFFERSON	41	3	7.3%
FL	LAFAYETTE	14	1	7.1%
FL	LAKE	218	48	22.0%
FL	LEE	343	186	54.2%
FL	LEON	304	3	1.0%
FL	LEVY	76	9	11.8%
FL	LIBERTY	9	0	0.0%
FL	MADISON	37	7	18.9%
FL	MANATEE	239	57	23.8%
FL	MARION	274	51	18.6%
FL	MARTIN	123	47	38.2%
FL	MIAMI-DADE	1,435	739	51.5%
FL	MONROE	108	87	80.6%
FL	NASSAU	107	16	15.0%
FL	OKALOOSA	194	0	0.0%
FL	OKEECHOBEE	70	20	28.6%



FL	ORANGE	1,054	191	18.1%
FL	OSCEOLA	237	61	25.7%
FL	PALM BEACH	726	311	42.8%
FL	PASCO	321	53	16.5%
FL	PINELLAS	596	145	24.3%
FL	POLK	481	137	28.5%
FL	PUTNAM	88	20	22.7%
FL	ST. JOHNS	251	50	19.9%
FL	ST. LUCIE	195	52	26.7%
FL	SANTA ROSA	135	0	0.0%
FL	SARASOTA	244	87	35.7%
FL	SEMINOLE	314	72	22.9%
FL	SUMTER	78	18	23.1%
FL	SUWANNEE	56	5	8.9%
FL	TAYLOR	51	6	11.8%
FL	UNION	13	0	0.0%
FL	VOLUSIA	491	86	17.5%
FL	WAKULLA	38	0	0.0%
FL	WALTON	120	0	0.0%
FL	WASHINGTON	35	0	0.0%
TOTAL		14,502	3,973	27.4%

Puerto Rico:



State	Affected Counties	Cell Sites Served	Cell Sites Out	Percent Out
PR	AGUADILLA	34	0	0.0%
PR	AGUAS BUENAS	11	8	72.7%
PR	ARECIBO	43	5	11.6%
PR	BARCELONETA	15	2	13.3%
PR	BAYAMON	103	17	16.5%
PR	CAGUAS	67	14	20.9%
PR	CAMUY	11	1	9.1%
PR	CANOVANAS	20	6	30.0%
PR	CAROLINA	86	17	19.8%
PR	CATANO	14	0	0.0%
PR	CEIBA	8	2	25.0%
PR	COROZAL	12	6	50.0%
PR	CULEBRA	5	4	80.0%
PR	DORADO	28	3	10.7%
PR	FAJARDO	25	17	68.0%
PR	FLORIDA	4	0	0.0%
PR	GUAYNABO	66	19	28.8%
PR	GURABO	22	3	13.6%
PR	HATILLO	19	4	21.1%
PR	HUMACAO	29	3	10.3%
PR	ISABELA	20	2	10.0%
PR	JUNCOS	14	8	57.1%
PR	LAS PIEDRAS	12	1	8.3%

PR	LOIZA	7	3	42.9%
PR	LUQUILLO	9	5	55.6%
PR	MANATI	21	2	9.5%
PR	MAUNABO	8	0	0.0%
PR	MOROVIS	11	7	63.6%
PR	NAGUABO	16	5	31.3%
PR	NARANJITO	15	7	46.7%
PR	QUEBRADILLAS	13	1	7.7%
PR	RIO GRANDE	29	12	41.4%
PR	SAN JUAN	249	92	36.9%
PR	SAN LORENZO	13	6	46.2%
PR	TOA ALTA	31	5	16.1%
PR	TOA BAJA	40	7	17.5%
PR	TRUJILLO ALTO	31	6	19.4%
PR	VEGA ALTA	22	6	27.3%
PR	VEGA BAJA	25	1	4.0%
PR	VIEQUES	8	3	37.5%
PR	YABUCOA	17	4	23.5%
PR	ADJUNTAS	5	0	0.0%
PR	AGUADA	11	0	0.0%
PR	AIBONITO	13	1	7.7%
PR	ANASCO	9	0	0.0%
PR	ARROYO	6	0	0.0%
PR	BARRANQUITAS	8	0	0.0%

PR	CABO ROJO	34	0	0.0%
PR	CAYEY	26	2	7.7%
PR	CIALES	9	2	22.2%
PR	CIDRA	16	1	6.3%
PR	COAMO	11	1	9.1%
PR	COMERIO	13	4	30.8%
PR	GUANICA	9	0	0.0%
PR	GUAYAMA	16	0	0.0%
PR	GUAYANILLA	5	0	0.0%
PR	HORMIGUEROS	8	0	0.0%
PR	JAYUYA	4	3	75.0%
PR	JUANA DIAZ	21	0	0.0%
PR	LAJAS	11	0	0.0%
PR	LARES	6	0	0.0%
PR	LAS MARIAS	5	1	20.0%
PR	MARICAO	3	0	0.0%
PR	MAYAGUEZ	44	0	0.0%
PR	MOCA	9	0	0.0%
PR	OROCOVIS	8	3	37.5%
PR	PATILLAS	10	0	0.0%
PR	PENUELAS	12	1	8.3%
PR	PONCE	74	3	4.1%
PR	RINCON	10	0	0.0%
PR	SABANA GRANDE	7	0	0.0%



PR	SALINAS	23	0	0.0%
PR	SAN GERMAN	13	0	0.0%
PR	SAN SEBASTIAN	13	0	0.0%
PR	SANTA ISABEL	11	0	0.0%
PR	UTUADO	10	2	20.0%
PR	VILLALBA	4	0	0.0%
PR	YAUCO	13	0	0.0%
TOTAL		1,743	338	19.4%

Virgin Islands:

State	Affected Counties	Cell Sites Served	Cell Sites Out	Percent Out
VI	ST. CROIX	40	9	22.5%
VI	ST. JOHN	10	9	90.0%
VI	ST. THOMAS	57	41	71.9%
TOTAL		107	59	55.1%

Cable Systems and Wireline (Combined)

There are at least 7,597,945 subscribers out of service in the affected area in Florida. This includes users who get service from cable system or wireline providers. There are a total of 390 non-mobile switching centers out in Florida.

Since there are widespread power outages in Puerto Rico and the U.S. Virgin Islands, the FCC has received reports that large percentages of consumers are without either cable services or wireline service. Companies are actively working to restoring service.



Broadcast

TV stations out of service: 8

- **Florida** - WVFW, WZVN
- **Puerto Rico** - WOST, WMEI, WQQZ, and WWKQ (same as yesterday)
- **U.S. Virgin Islands** - WTJX-TV and W05AWD (same as yesterday)

Radio stations out of service: 26

- **Florida:** W227CP, W300CL, W222AW, WROK, WAOA-FM, WHKR, WLZR, WIOD, WOLZ, WINZ, WBTT, WCKT, WRUM, WQOL, WZZR, WSWN, WOTW, WMFQ, WXUS, WYCG, WEAT, WTIR, WMYR, WCNZ, and W294AN
- **U.S. Virgin Islands:** As was the case yesterday, WTJF-FM is the only radio station reporting out of service.